Complaints of harassed air passengers

1561. SHRIMATI VIPLOVE THAKUR: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether a number of complaints have been received against the airlines by Government regarding refund of tickets, charges being levied for wheel chairs etc.;

(b) if so, the Government's reaction thereto;

(c) whether Government would consider to appoint an Ombudsman for the entire industry with whom harassed passengers can lodge their complaints against airlines;

(d) if so, the details thereof; and

(e) the role expected to be assigned to the Ombudsman and the power and the functions of the Ombudsman?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) Yes, Sir. Whenever such complaints are received, these are sent to the concerned airlines asking for their comments. On receipt of their comments, these are conveyed to the complainants. As regulator of airline operations, if required, DGCA asks the concerned airline to take corrective measures.

(c) to (e) With reference to passenger complaints, the Airlines have been advised to appoint an ombudsman which can be for a group of airlines or region wise as a self regulatory mechanism.

Setting up of mobile airports

1562. SHRI B.J. PANDA :

MS. Mabel Rebello :

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is proposed to set up mobile airports in the North-Eastern Region with the help of a foreign agency;

(b) if so, the details of this project;

(c) the time-frame within which this project would be taken up and completed;

(d) whether this novel project is also proposed to be launched in other inaccessible regions of the country to improve their economy; and

(e) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) No, Sir.

(b) to (e) Do not arise.

Upgradation facility for passengers

†1563. SHRI RAJNITI PRASAD: Will the Minister of CIVIL AVIATION be pleased to state:

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†Original notice of the question was received in Hindi

(a) whether Air India's Delhi-New York-Delhi direct flight has provision for upgradation from economy class to upper class;

(b) if so, the persons whose recommendation is required thereto and the procedure laid down thereto;

(c) the authority empowered to make it; and

(d) whether there is any criteria for automatic upgradation?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) No, Sir.

(b) to (d) However, all commercial judgements are left to the airline.

Upgraded instrument landing system

1564.SHRI BANWARI LAL KANCHHAL : Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether despite installation of Instrument Landing System(ILS) CAT-III facilities at IGI airport, there is still lot of delay or cancellation of flights due to fog;

(b) if so, the reasons therefor;

(c) the measures taken to impart training to pilots to operate the flights during fog effectively;

(d) whether most of the private airline companies do not give proper training to their pilots in the upgraded instrument landing system; and

(e) if so, what action Government proposes to take against such companies?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) Runway 28/10 at IGI airport is already certified for CAT III B operation. With the certification of the new runway 29/11 for CAT - III B operation on 12.12.2008, the delay and cancellation of flights due to fog is expected to reduce significantly. However, in some cases, airlines do not have capability to operate in low visibility conditions either due to non-availability of aircrafts capable to operate under such conditions or not having sufficient number of trained and qualified pilots to operate under the permissible visibility conditions for CAT - III B.

(c) to (e) Pilots of various Domestic Scheduled Airlines are trained for CAT-II/III Operations as per the requirements laid down in Civil Aviation Requirements(CAR) Section 7, Series 'X', Part-I. Although there is no mandatory requirement for Domestic Airlines to get their pilots trained to operate during low visibility conditions, these airlines are persuaded, from time to time, to train their pilots to operate in such conditions. Flight schedules of Domestic Scheduled Operators to/from fog bound airports are approved on the basis of number of pilots trained by the operators for low visibility operations and the suitability of the planes for such operations.